Information Technology

Goal #3 - Applications: Deliver and maintain efficient business applications and support systems.

Measure	Actual	Target	Status
Uptime for critical information technology services.	99.23%	99.8%	🔶

Why is this measure important?

The City of Kansas City, Missouri's citizens, elected officials and employees rely on critical services provided by the Information Technology Division. These critical systems include network and phone connectivity, cyber-security, audio/visual, websites, email, geographic information systems and applications, such as PeopleSoft, Banner and Microsoft products.

What do these numbers tell us?

The General Services Department's Information Technology Division places a high priority on access to critical systems. In the information technology industry, service interruptions are common. The key is to respond quickly and utilize backup systems to avoid problems with network lines, phone connectivity or essential programs.   The City's critical systems require attention 24 hours a day, 365 days a year. The target of 99.8% represents all but 17 hours out of the 8,760 hours in a year. The Division is currently performing at a 99.23% for an expected 34 hours of downtime over a one year period. (Last updated October 2015)

Uptime for critical information technology services.